



# Virtual Gateway

## New program added to Common Intake

October 2006

### *Housing Intake Pilot is Live!*

## Housing Intake Pilot Underway!

The Virtual Gateway welcomes the Department of Housing and Community Development (DHCD) as we launch intake for state-aided public housing in the Virtual Gateway.

A joint venture between DHCD and the Executive Office of Health and Human Services, the electronic housing application will improve access to housing authorities across the State for families in shelters seeking emergency housing.

Electronic applications for the pilot are created by Housing Assistance Providers (HAPs) from the Department of Transitional Assistance (DTA) and submitted to Local Housing Authorities (LHAs) using the Virtual Gateway Common Intake tool.

Using the Virtual Gateway to create these applications helps ensure complete and accurate data is submitted on the application, provides a fast, efficient method of delivery, and allows LHAs processing applications a way to track application status.

Currently, this pilot intake program is only available to designated HAPs and LHAs designated by DHCD.

Please join us in welcoming DHCD to the Virtual Gateway!



### *Virtual Gateway Customer Service Center*

The Virtual Gateway Customer Service Center is here to assist you!



**800-421-0938**  
**617-988-3301 (TTY)**  
**9 AM to 5 PM, Monday – Friday**